

**DEPARTMENT OF HEALTH SERVICES  
BUREAU OF EMERGENCY MEDICAL SERVICES**

**SUBSTANTIVE POLICY STATEMENT  
#SP-060-PHS-BEMS**

**EMS 414: Clarification of Service Area's Dispatch Under 9 A.A.C. 25, Article 9**

*This substantive policy statement is advisory only. A substantive policy statement does not include internal procedural documents that only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with Arizona Administrative Procedure Act. If you believe that this substantive policy statement does impose additional requirements or penalties on regulated parties, you may petition the agency under Arizona Revised Statutes Section 41-1033 for a review of the statement.*

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The purpose of this substantive policy is to clarify the interpretation of the phrase "service area's dispatch" as that phrase is used in A.A.C. R9-25-907(1).

**EMS 414:** R9-25-907 prohibits a certificate of necessity holder from providing emergency medical services or transport within an area other than the service area identified in the certificate holder's certificate of necessity, except

1. When authorized by a service area's dispatch, before the service area's ground ambulance vehicle arrives at the scene; or
2. According to a back-up agreement.

The Department interprets "service area's dispatch" to include:

- A certificate of necessity holder's dispatch center; or
  - A 9-1-1 or similar public dispatch system within a certificate of necessity holder's service area.
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